

EXHIBIT #6

Staff Group Exhibit of Authorities cited in Final Comments:

- a. Ameritech Response to Staff Data Request 2-5.12;
- b. Ameritech Response to Staff Data Request 2-5.08;
- c. Ameritech Response to Staff Data Request # 6-3.03;
- d. BellSouth's OSS System Hours of Availability from http://www.interconnection.bellsouth.com/oss/oss_hour.html and Verizon's System Availability Hours of Operations and Forecast from http://www.bellatlantic.com/wholesale/html/cd_sys_avail.html.
- e. WorldCom Response to Staff Data Request 6-3.01, dated Sept. 19, 1999[2000];
- f. Ameritech Response to Staff Data Request # 6-5.11;
- g. WorldCom Response to On the Record Data Request #1 and #2, dated October 6, 2000;
- h. Ameritech Response to Staff Data Request # 29-4.02;
- i. CoreComm Response to Staff Data Request #46-5.05, dated Sept. 19, 2000.

OFFICIAL FILE

I.C.C. DOCKET NO. 00-0592

STAFF Exhibit No. 6

Witness _____

Date 10/20/00 Reporter TR

**Illinois Commerce Commission
Docket 00-0592
Staff Data Request 2-5.12**

Request:

How will SBC/Ameritech monitor the joint test environment? If the CLECs do not want a manual review of each test transaction will Ameritech agree not to review them or to make them optional? If so, why would the turn around for orders to be processed be 5 days if there is no manual intervention?

Response:

The environments will be monitored by Ameritech Illinois testing team staff. The staff reviews the incoming orders for content, complexity and errors, matches them to the agreed upon test plan scenarios and communicates with the CLEC with questions or problems. This helps ensure transactions are flowing properly, identifies problems more quickly and gives Ameritech Illinois the ability to assist CLECs in working through their testing process.

Review of CLEC transactions will need to be for "all" or "none" of the transactions during any given time period as there is no way of knowing which transactions to stop and review and which to not stop. SBC/Ameritech has agreed to put the determination over whether or not this type of managed testing is desired under the control of the Change Management Process. It should be noted that the FCC has previously found this testing methodology to be beneficial to CLECs involved in joint testing.

With the introduction of Joint CLEC Testing as outlined in the POR, turn around time for CLEC test orders will be tracked during daily status calls to resolve any problems that have been encountered on the CLEC systems, SBC/Ameritech systems, or the test order itself. Five days should not be necessary for all orders regardless of whether or not the managed process is used. The length of time to process the order is based on its complexity and any issues that might arise.

Person Responsible: Angela Cullen
Director – Information Technology

**Illinois Commerce Commission
Docket 00-0592
Staff Data Request 2-5.08**

Request:

What specific changes, if any, do you plan to make to the Joint Testing environment prior to the March 2001 release?

Response:

See response to Staff data request 2-2.07 for plans in conjunction with the POR Joint Testing environment. The current test environment will not be enhanced.

Person Responsible: Angela Cullen
Director – Information Technology

**ILLINOIS COMMERCE COMMISSION
DATA REQUEST**

Requested of Company: Ameritech Illinois
Docket No: ICC Docket 00-0592
Date Submitted: September 14, 2000
Submitted by: Commission Staff

DESCRIPTION OF DATA REQUESTED:

Please provide the following documents and requested information on or before September 19, 2000, in accordance with the following directions:

- A. Answer each request on a separate sheet of paper.
- B. Questions with sub-parts should be sequentially answered.
- C. At the top of each sheet of paper, reprint the request to which the response applies.
- D. Each data request should be directed to the company personnel who can most appropriately address such request.
- E. Provide the name, job title and phone number of the person responsible for the content of the response.
- F. Print the applicable request number on each document provided in response to each data request.
- G. Provide all documentation that supports each response.
- H. Please provide the set of responses to each issue as such set becomes available.

ISSUE #1: APPLICATION VERSIONING

- 1-1.01: Provide a detailed organizational chart (or charts) for the groups/personnel involved in developing, managing and implementing operational support systems. In responding to this inquiry, include contractors, if any, that are involved. Please include the names of the heads of these organizations and who they report to in the SBC corporate structure.
- 1-1.02: Has the structure and/or management reflected on the chart(s) provided changed since the Ameritech/SBC merger approval? Explain any and all such changes.

Illinois Commerce Commission
Docket 00-0592
Staff Data Request 6-3.03

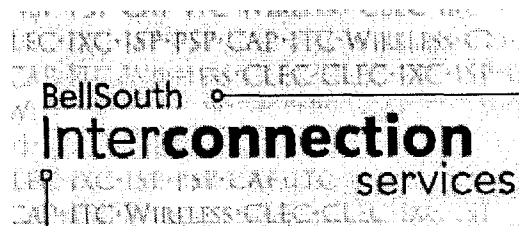
Request:

Has Ameritech investigated the possibility of an OSS architecture which is continuously available 24x7 in the last two years?

Response:

Ameritech initiated two studies in the past three years that addressed having a limited number of systems available 7x24, or similar. Again, these were not specifically the CLEC supporting systems but they included some of the same backend "legacy" systems and others with similar architectures.

Person Responsible: Angela Cullen
Director – Information Technology



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OSS System Availability

The OSS System Availability report is now located on the Perform Measurements web site which can be accessed at <https://pmap.bellsouth.com>. You will need a user id and passwo access the reports on this site. To request a password, click on th "Login" link and then on "Request A Password"

OSS System Hours of Availability

System	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	S
EDI	0000-1800	0100-2359	24 Hours	24 Hours	24 Hours	24 Hours	2
LEO Mainframe	0000-1800	0100-2359	24 Hours	24 Hours	24 Hours	24 Hours	
LEO Unix	0000-1800	0100-2359	24 Hours	24 Hours	24 Hours	24 Hours	
LESOG	0000-1800	0100-2359	24 Hours	24 Hours	24 Hours	24 Hours	
LENS	1000-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	
TAFI	0900-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	
TAG	0000-0200 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	0000-0100 0400-2359	04

Notes:

- LENS is available from Sunday 1800 to Monday 010 pre-order only.
- LEO Unix, LEO Mainframe, LESOG and EDI Hours sh Central time.

- LENS, TAG and TAFI times should be interpreted as or Central depending on which state's data is being accessed, i.e., when accessing data for a state predominantly in the Eastern Time Zone, availability should be interpreted as Eastern, otherwise, times be interpreted as Central.
- For EDI the Harbinger VAN is available 24 hours ev

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System Availability Hours of Operation and Forecast

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FORECAST

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Wholesale Industry Gateway System (IGS) Application Availability

Hours of Operation

The following matrices list the current Wholesale Industry Gateway System (IGS) application availability, as of the time of publication, for Bell Atlantic. The first matrix is specific to Bell Atlantic North, and the second is specific to Bell Atlantic South.

Bell Atlantic North

Transaction	Availability
<ul style="list-style-type: none"> Access Billing Customer Service Record 	NY Sunday, not available Monday – Friday, 7:30 AM to 7:00 PM Saturday, 8:00 AM to 5:00 PM NE Sunday, not available Monday - Friday, 6:30 AM to 8:00 PM Saturday, 6:30 AM to 5:00 PM
<ul style="list-style-type: none"> Address Validation/TN Selection/TN Reservation Loop Qualification xDSL 	Sunday, 6:00 AM to Midnight Monday – Friday, 5:00 AM to Midnight Saturday, 6:00 AM to Midnight
<ul style="list-style-type: none"> Customer Service Record, (unparsed) Product and Service Availability/Allowability 	24 x 7, downtime is Saturday, 7:30 PM thru Sunday, 7:30 AM* (see below)
<ul style="list-style-type: none"> Directory Listing Inquiry 	Sunday, not available Monday-Friday, 6:00 AM to 8:00 PM Saturday, 7:00 AM to 5:00 PM
<ul style="list-style-type: none"> Due Date Availability 	Sunday, 7:30 AM* (see below) to 11:30 PM Monday – Friday, 12:30 AM to 11:30 PM Saturday, 12:30 AM to 7:30 PM
<ul style="list-style-type: none"> Installation Status Inquiry Trouble Administration: Create, Modify, Inquiry, Close, Repair Test , History (SPECIALS) 	NY Sunday, 6:00 AM to 10:00 PM Monday - Friday, 4:00 AM to Midnight** Saturday, 1:45 AM to 10:00 PM** NE 4:00 AM Monday thru 9:00 PM Sunday**, downtime is Sunday, 9:00 PM thru Monday 4:00 AM. **except between 4:30 and 5:00 AM daily
<ul style="list-style-type: none"> Loop Qualification Basic 	Sunday, not available Monday – Friday, 8:00 AM to 5:30 PM Saturday, 10:00 AM to 5:00 PM
<ul style="list-style-type: none"> Loop Qualification Extended 	3 day turnaround
<ul style="list-style-type: none"> Parsed Customer Service Record Service Order from SOP via SOID Inquiry Service Order/LSR 	Sunday, 7:30 AM* (see below) to 11:30 PM Monday – Friday, 12:30 AM to 11:30 PM Saturday, 12:30 AM to 7:30 PM
<ul style="list-style-type: none"> Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (POTS) 	Sunday, 7:30 AM* (see below) to 8:00 PM Monday - Friday, 6:00 AM to 11:30 PM Saturday, 6:00 AM to 7:30 PM*
	*Note: except the 3 rd Sunday of every even month when Sunday start of day is 9:00 AM.

Wholesale Industry Gateway System (IGS) Application Availability

Bell Atlantic South

Transaction	Availability
<ul style="list-style-type: none"> Address Validation/TN Selection/TN Reservation Due Date Availability Loop Qualification xDSL Product & Service Availability/Allowability TN Reservation Maintenance 	Sunday, 6:00 AM to Midnight Monday – Friday, 5:00 AM to Midnight Saturday, 6:00 AM to Midnight
<ul style="list-style-type: none"> Customer Service Record, (unparsed) 	Sunday, 8:00 AM to 10:30 PM Monday – Friday, 6:00 AM to 10:30 PM Saturday, 6:00 AM to 10:00 PM
<ul style="list-style-type: none"> Directory Listing 	Sunday, not available Monday – Friday, 7:00 AM to 7:00 PM Saturday, 7:00 AM to 5:00 PM
<ul style="list-style-type: none"> Installation Status Inquiry Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (POTS) 	Sunday, 5:00 AM to Midnight Monday – Saturday, 24x6
<ul style="list-style-type: none"> Loop Qualification - Basic 	Sunday, not available Monday-Friday, 8:00 AM to 5:30 PM Saturday, 10:00 AM to 5:00 PM
<ul style="list-style-type: none"> Loop Qualification - Extended 	3 day turnaround
<ul style="list-style-type: none"> Parsed Customer Service Record 	Sunday, 8:00 AM to Midnight Monday – Friday 24x5 Saturday, Midnight to 10:00 PM
<ul style="list-style-type: none"> Service Order from SOP via SOID Inquiry Service Order - LSR 	Sunday, 8:00 AM to 8:00 PM Monday-Friday, 7:00 AM to 10:00 PM Saturday, 7:00 AM to 9:00 PM
<ul style="list-style-type: none"> Trouble Administration: Create, Modify, Inquiry, Close, Repair Test , History (SPECIALS) 	Sunday, 6:00 AM – 7:00 PM Monday - Saturday, 6:00 AM - Midnight

September 19, 1999

**VIA AIRBORNE EXPRESS
AND ELECTRONIC MAIL**

Tom Aridas
Nora Naughton
Illinois Commerce Commission
160 North LaSalle Street
Suite C-800
Chicago, Illinois 60601-3104

Re: Discovery Responses in Illinois Docket No. 00-0592

Dear Mr. Aridas and Ms. Naughton:

Enclosed please find the responses of WorldCom, Inc. to the data requests of the Staff of the Illinois Commerce Commission that were directed to CLECs on September 14, 2000 in Docket No. 00-0592.

If you have any questions regarding this correspondence, please contact me at 312.470.3395.

Sincerely,

Darrell Townsley

Enclosure

cc: Christopher Graves
Service List w/enclosure

ISSUE #6: SBC/AMERITECH HOURS OF SYSTEM AVAILABILITY

Response: WorldCom uses electronic means to track and initiate trouble tickets. WorldCom uses the functionality of the Mechanized Loop Test (“MLT”) to run tests and to identify problems. Ameritech technicians have access to this testing 24 x 7. WorldCom and other Competitive Local Exchange Carriers (“CLECs”) should have at least the same access to these systems as employees of Ameritech or its affiliates and subsidiaries. A residential customers who discovers a problem on his or her line, must be able to report that problem at any time, just like an Ameritech customer can.

**Person responsible for answer: Sherry Lichtenberg
Senior Manager
Mass Markets
OSS Testing/Facilities Development
WorldCom, Inc.
(703) 341-6597**

**Illinois Commerce Commission
Docket 00-0592
Staff Data Request 6-5.11**

Request:

Why can't Ameritech specifically provide limited pre-order and ordering capabilities on Sundays? Ameritech has stated that maintenance activities are not being performed during all 24 hours on Sunday. What about the other periods of the day on Sunday where maintenance is not being performed?

Ameritech Response:

At the current time Sunday maintenance schedules are not finalized until late in the work week prior to the maintenance activity. Maintenance windows will typically provide limited availability on Sundays, but the specific hours vary from week to week. Ameritech Illinois can notify the CLECs when the Sunday maintenance schedule is finalized.

Person Responsible: Angela Cullen
Director – Information Technology

WORLD COM

Darrell Townsley
Senior Attorney
Northern Region Public Policy

Northern Region Public Policy
205 North Michigan Avenue
Suite 3700
Chicago, IL 60601

October 6, 2000

**VIA HAND DELIVERY
AND ELECTRONIC MAIL**

Nora Naughton, Esq.
Illinois Commerce Commission
160 North LaSalle Street
Suite C-800
Chicago, Illinois 60601-3104

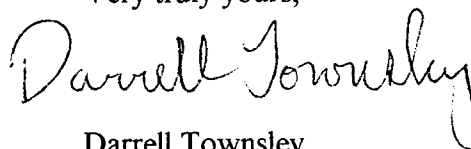
Re: Responses to On the Record Data Request in Illinois Docket No. 00-0592

Dear Ms. Naughton:

Enclosed please find the responses of WorldCom, Inc. to the requests for clarification and information which were made during your cross examination of WorldCom witness Sherry Lichtenberg on October 2, 2000 in Docket No. 00-0592.

If you have any questions regarding this correspondence, please contact me at 312.470.3395.

Very truly yours,



Darrell Townsley

Enclosure

cc: Christopher Graves
Service List w/enclosure

**RESPONSE OF WORLDCOM, INC. TO STAFF'S
REQUESTS FOR CLARIFICATION AND INFORMATION
DIRECTED TO WORLDCOM, INC. WITNESS
SHERRY LICHTENBERG DURING THE OCTOBER 2, 2000
HEARING IN ILLINOIS COMMERCE COMMISSION DOCKET 00-0592**

Staff to WorldCom Record Request # 1

At page 274 of the Transcript from the hearing on October 2, 2000, Staff requested that WorldCom clarify the availability of certain trouble administration and maintenance and repair functions in the territory served by Bell Atlantic New York ("Verizon"). Specifically, Staff asked that Ms. Lichtenberg verify her statement indicating that CLECs have "the ability to issue trouble tickets electronically without calling a human being and the ability to run a mechanized loop test, an MLT test, so that we may put the proper code on the ticket to get it dispatched properly for repair. In New York it is my understanding that we can do that 24/7."

Response: While the Verizon "WholeSale Industry Gateway System (IGS) Application Availability" matrix (See Ameritech Cross Ex. 6, WorldCom Witness Lichtenberg, disputed issue # 6 - Hours of System Availability, entered Oct. 2, 2000) indicates two different categories for Trouble Administration – one that relates to POTS and one that relates to SPECIALS. Each of those categories on the matrix indicates less than 24 x 7 availability.

However, Section 8.3 of Verizon's CLEC handbook describes the Repair Trouble Administration System ("RETAS") and indicates that this system is available 24 hours a day, seven days a week. Among other things, RETAS allows CLECs to electronically initiate Mechanized Loop Tests, create trouble tickets, modify existing trouble reports, check the status of open trouble reports and check trouble report history. In fact, Verizon's CLEC handbook states that CLECs "should take trouble information from their customers and using RETAS, perform their trouble administration. Troubles should be reported to Bell Atlantic by telephone only in cases that go beyond the use of the system." CLEC Handbook at 8.3.1 (emphasis added). Thus, the Verizon CLEC handbook confirms the testimony provided by Ms. Lichtenberg concerning the availability of Verizon North's trouble administration systems. See attached printout from that CLEC Handbook. The handbook can be accessed at the following Universal Resource Locator ("URL"):

http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume_3/c3s8_3.htm

Person responsible for answer:

Sherry Lichtenberg

Senior Manager

Mass Markets

OSS Testing/Facilities Development

WorldCom, Inc.

(703) 341-6597



CLEC-1 CLEC-2 CLEC-3 Feedback Customer Documentation



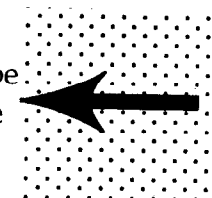
◀ Previous Page

Next Page ▶

8.3 Bell Atlantic's Role in Trouble Administration

8.3.1 Repair Trouble Administration System (RETAS)

The CLEC should take trouble information from their customers and using RETAS, perform their trouble administration. Troubles should be reported to Bell Atlantic by telephone only in cases that go beyond the use of the system. The following explains the use of RETAS:



Bell Atlantic maintains this system interface and provides the CLEC with appropriate user security access.

CLECs use RETAS to:

- Initiate a Mechanized Loop Test (MLT) for POTS platform, Switched Access and for Specials using REACT 2001
- Create a trouble ticket
- Modify existing trouble reports
- Check the status of open trouble reports
- Check trouble report history
- Fix certain features associated with resold lines
- Close trouble reports associated with resold lines.

Note: UNE loops are not MLT testable using the RETAS Platform. The CLEC must use their own test system/equipment for trouble isolation on UNE loops.

The following is an illustration of how RETAS communicates with Bell Atlantic's Operational Support Systems:

Products and Services

Customer Documentation

Resources

Publications

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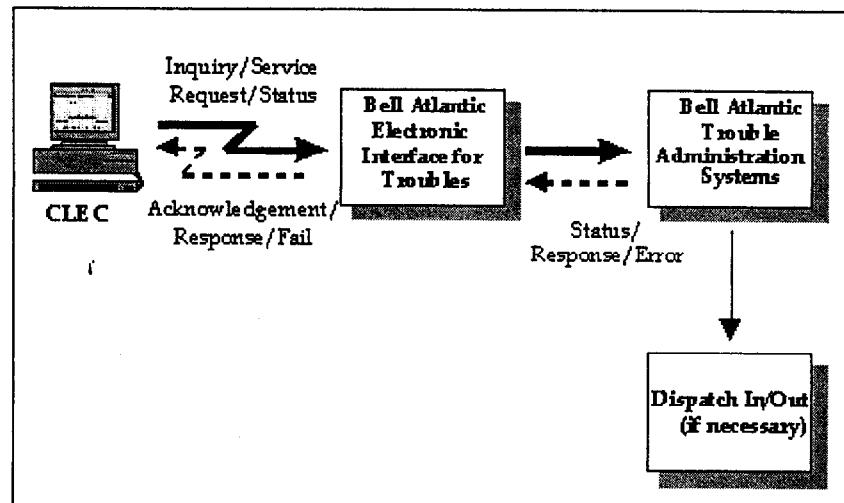


Figure 8.3.1: Electronic Trouble Administration Interface

This electronic interface is capable of accommodating trouble report information on all types of UNEs.

While Bell Atlantic does not make a commitment as to the amount of time that it will take to perform a CLEC initiated transaction through RETAS, it has been Bell Atlantic's experience that if a CLEC has an efficient, high-speed network connection to RETAS, then an MLT test transaction generally will be completed within two minutes, and a transaction to create a trouble ticket, modify an existing trouble report, check the status of an open trouble report, check trouble report history, or close a trouble report, generally will be completed within 30 seconds.

RETAS System Administration

The RETAS System Support Help Desk is available Monday through Friday, 6:00 a.m. to 9:00 p.m. and Saturday and Sunday, 7:00 a.m. to 5:00 p.m.. CLECs should call the Help Desk to report system problems including password and access related conditions. The telephone number of the System Support Help Desk is: